

Neighborhood Organization C o n t a c t L i s t

Frequently Asked Questions (FAQ)

February, 2017

Who can register with the Neighborhood Organization Contact List (NOCL)?

Anyone can be a member of the NOCL. However, the intent is to provide a directory of individuals who serve in an official capacity for their Neighborhood Organization or Homeowners Association. Primary contacts for registered organizations are included on the [interactive map](#) and can also be downloaded under “Useful Links” [on this page](#).

The full list of NOCL registered participants is available upon request by calling 704-336-7846. We value and respect the service provided by our volunteer neighborhood and community leaders, as such we ask that individuals utilizing NOCL contact information do so judiciously by limiting correspondence to items of significant interest or benefit to neighborhoods.

What is the difference between a Neighborhood Organization and a Homeowners Association (HOA)?

Typically, Neighborhood or Community Organizations are voluntary and exist to advance or serve in an advocacy capacity for issues such as community enhancement, rezonings, public projects, and planning/policy initiatives proposed by local governments on behalf of the residents and property owners.

In comparison, Homeowners Associations typically have a legal responsibility to perform functions like maintaining common areas, clubhouses, pools, streetlights, etc. as well as ensuring the association by-laws (rules) are being adhered to by residents. In many cases, HOAs also operate in a similar capacity as neighborhood/community organizations. Residential lots located within HOAs may also have restrictive covenants placed within their deeds that allow for the regulatory actions of the HOA.

Can a neighborhood organization have multiple spokespersons?

Yes. Many neighborhoods have multiple officers who may choose to represent them including the president/chair, vice president/vice chair, communications person, block captains and more. Furthermore, there are a number of “umbrella” organizations including coalitions which might have contacts who represent the sentiment of a broader, more regional geography made up of many neighborhoods.

Is the contact information I submit made available to the public?

Yes, it is required by law that the information contained in the NOCL be public information. By requesting to be on this list, you are agreeing that your contact information can be made available to the public.

Who will my contact information be shared with?

NOCL is intended to facilitate community involvement within and between neighborhoods. New residents may use the list to identify neighborhood leadership. Government and other agencies may use NOCL to share public notifications, training opportunities, grants and other information that may be of interest to neighborhoods. The public, including the development community, may use the list for notification or to request public input.

How do I make changes to my contact information, notify the City of new neighborhood leadership or request removal from the NOCL?

Current subscribers may update NOCL contact information, or request removal, by indicating their preference on question #1 on the [NOCL application](#), by submitting [this form](#) via e-mail or mail or by contacting Danielle Fisher at danielle.fisher@charlottenc.gov, 704-336-7846. Mailed forms should be delivered to the address below. Please allow up to 30 days for changes to take effect.

NOCL Mailing Address: City of Charlotte Community Engagement
 c/o Danielle Fisher
 600 E. Trade Street, Charlotte NC 28202

Does the City maintain official boundary information for all neighborhoods?

The City of Charlotte does not define official boundaries for neighborhoods. Rather, many departments use boundary information that may be representative of a neighborhood's geographic extent or maintain boundary information for statistical purposes which may or may not match actual neighborhood geographies.

There are many reasons why the City does not maintain official neighborhood boundaries. Some reasons include the divergent opinions about official boundaries; umbrella and regional organizations do not follow traditional neighborhood boundaries; and the difficulty in identifying boundaries for neighborhoods whose boundaries are not clearly delineated.

How can the city help me to get my neighborhood organized?

The city provides [training opportunities and workshops](#), [grants](#), [free speakers](#), [technical resources](#) and [staff assistance](#) to help your neighborhood get organized. We also offer [Neighborhood Board Retreats](#) to assist your neighborhood with annual goal planning. Use the [interactive map](#) to see if your area already has an established organization, or [contact your staff liaison](#) for support in getting a new organization started.

Where do I seek resolution of issues with my HOA?

The City has no legal standing in HOA's issues unless they are in violation of city ordinances. However, the [Charlotte-Mecklenburg Community Relations Committee \(CRC\)](#) employs a voluntary Dispute Settlement Program (DSP) designed to provide mediation and conciliation services for Charlotte-Mecklenburg residents. Commonly mediated issues include neighborhood situations, consumer complaints, misdemeanor criminal charges, employee/employer disputes and landlord-tenant disagreements. To learn more, or to schedule a mediation session, contact CRC at infocrc@charlottenc.gov or (704) 336-2424.

Some management companies employed by HOA's may also provide resources upon which residents may rely if there's a dispute. Residents living within HOA managed communities should review the HOA's by-laws and/or declarations of Covenants, Conditions, and Restrictions (CC&R's) to understand the rules and responsibilities of all parties. The City does not prepare or maintain neighborhood bylaws or CC&R documents.